

## Northern Regional College Student Assessment Appeals

**Doc No. QIU 2**

<b>Issue</b>	<b>Document Title</b>	<b>Date of 1<sup>st</sup> Issue</b>	<b>Last Reviewed</b>	<b>Responsibility of</b>
<b>06</b>	<b>Student Assessment Appeals</b>	<b>13 Oct 08</b>	<b>March 2018</b>	<b>Quality Unit</b>

This document may be produced in alternative formats upon request.

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### **Please also refer to:**

- Supplement 1 - Student Assessment Appeals – Appeals Process Charts
- Supplement 2 - Student Assessment Appeals – Appeals Form

# Northern Regional College

## Student Assessment Appeals Procedure

### 1. What the College's Student Assessment Appeals Procedure covers

- 1.1. This procedure is for students who wish to appeal an assessment grade or result for a piece of assessed work e.g. an assignment, practical task or examination.
- 1.2. If a student is unhappy with the content or delivery of their course, the student should use the College's Complaints Policy - details are available on the Student Intranet.
- 1.3. If a student is aware of extenuating circumstances i.e. events or situations out of their control which may adversely affect their academic performance; the student should use the college's 'Extenuating Circumstances for Students' Policy - details are available on the Student Intranet.

**Please note that the Awarding Body's policy and process should also be consulted where a student is appealing an assessment grade or result.**

### 2. The College's Appeals Process for work that has ONLY been marked INTERNALLY

If a student receives an assessment grade/result that he/she is not happy with, the student should:

#### Stage I

- 2.1. Within 5 working days of receiving the grade/result, the student should discuss the grade/result with lecturer/assessor directly involved.

If a student feels they cannot discuss the grade/result with the lecturer/assessor directly involved, then they should move immediately to Stage II.

If unresolved, within 10 working days of receiving their grade/result the student should move to Stage II:

#### Stage II

- 2.2. Within 10 working days of receiving the grade/ result, the student should complete an Appeals Form and pass to his/her Course Coordinator.

If unresolved, or student receives no feedback within 5 working days of submitting their Appeals Form, the student should move to Stage III:

#### Stage III

- 2.3. Within 15 working days of receiving the grade/ result, the student should send a copy of his/her Appeals Form to the Assistant Head of Department. The Assistant Head of Department will set up an Appeals Panel to review the student's appeal – please see point 3 within this document.

### **3. The College's Appeals Panel for work that has ONLY been marked INTERNALLY**

- 3.1. The Assistant Head of Department will appoint a minimum of 2 managers who have not been directly connected with the student's appeal to date.
- 3.2. Managers selected for the Panel may be from support and/or curriculum departments.
- 3.3. Panel members may request to interview staff directly involved with the assessment as part of their decision making process.
- 3.4. A student is not entitled to be heard in person, although the Panel may request to interview the student making the appeal.
- 3.5. The Panel will not make academic judgements regarding a piece of work i.e. they will not remark the work nor award new grades.
- 3.6. If the student's appeal is upheld, the Panel will have the authority to decide whether:
  - the piece of work is remarked;
  - the piece of work is repeated and resubmitted.
- 3.7. Any decision at this stage will be final and no further appeals for the piece of work will be permitted.
- 3.8. If the student's appeal is not upheld, the College will not prejudice any further participation in the course of study and the student may contact the Awarding Body for further guidance.
- 3.9. Please refer to section 6 of this document regarding communication during the Appeals process.

### **4. The College's Appeals Process for work that has been marked EXTERNALLY**

- 4.1. If a student wishes to appeal an assessment grade/result for a piece of work which has been externally verified i.e. by an external examiner, external verifier, Awarding Body or examination board; the student can only make an appeal if there is evidence of:
  - 4.1.1. a procedural error;
  - 4.1.2. extenuating circumstances that were not known at the time of the assessment.
- 4.2. Within 10 working days of receiving the externally marked grade/result, the student should:
  - 4.2.1. complete an Appeals Form and submit it with evidence to the Assistant Head of Department.

**or**

  - 4.2.2. complete an Extenuating Circumstances form and submit it with evidence to the Assistant Head of Department.
- 4.3. The Assistant Head of Department will set up an Appeals Panel – please see point 5 within this document.

## **5. The College's Appeals Panel for work that has been marked EXTERNALLY**

- 5.1. The Assistant Head of Department will appoint a minimum of 2 members of staff. Staff who have been directly involved with the student may be asked to participate in the Panel.
- 5.2. Staff selected for the Panel may be from support and/or curriculum departments.
- 5.3. Panel members may request to interview staff directly involved as part of their decision making process.
- 5.4. A student is not entitled to be heard in person although the Panel may request to interview the student making the appeal.
- 5.5. The Panel will not make academic judgements regarding a piece of work i.e. they will not remark the work nor award new grades.
- 5.6. If the student's appeal is upheld, the Panel will have the authority to offer the option of the student repeating and resubmitting the piece of work.
- 5.7. Any decision at this stage will be final and no further college appeals for the piece of work will be permitted.
- 5.8. If the student's appeal is not upheld, the College will not prejudice any further participation in the course of study and the student may contact the Awarding Body for further guidance.
- 5.9. Please refer to section 6 of this document regarding communication during the Appeals process.

## **6. Communication during the College's Appeals process**

- 6.1. Students can obtain details of college staff from Campus Reception.
- 6.2. Students should leave copies of their Appeals Form in a clearly addressed envelope at Campus Reception. It is the student's responsibility to keep a copy of their original Appeals Form.
- 6.3. College staff receiving an Appeals Form should acknowledge receipt of the Form within 5 working days.
- 6.4. Assessment Appeals submitted by students may contain sensitive information. Staff dealing with Appeals should be sensitive and professional and consider the details as confidential.
- 6.5. College staff receiving an Appeals Form should notify the College's Quality Unit immediately upon receipt.
- 6.6. If the College sets up an Appeals Panel, the student will be informed of the outcome of his/her appeal within 10 working days using the standard format letter - please see Appendix 1.
- 6.7. The student may request Appeals documentation to be produced in alternative formats. In addition the student may request help when completing the Appeals Form.

## **7. Monitoring and review of this policy**

This policy will be monitored on an ongoing basis and subject to a full review at least every two years. The policy may also be updated if changes or improvements in processes or procedures are identified. In monitoring and reviewing the document the following will be taken into consideration:

- feedback regarding the content and format of the document;
- uptake and usage of the policy and procedure;
- comments or complaints regarding the policy and procedure.

## **8. Links to other policies, procedures, strategies and documents**

College documentation

- Complaints Policy
- Extenuating Circumstances for Students

Supplements

- Supplement 1 – Appeals Process Charts
- Supplement 2 – Appeals Form

External documentation

- Awarding Body's Appeals Information
- Quality Assurance Agency Quality Code B9

NRC Ref NRC/LA/[students initials & date]

Student's Name

Student's Address

Student's Address

Student's Address

Today's Date,

Dear [Student],

**RE: Student Assessment Appeals Form dated [first date on Appeals Form]**

This letter aims to inform you of the outcome of your Assessment Appeal submitted by you on [first date on Appeals Form].

The outcome of your Appeal is that it has been [upheld/rejected]

This outcome has been arrived at due to the following reasons:

- 

If you are unhappy with this decision you may contact the Awarding Body. The College's Examinations Office will be able provide you with contact details.

Yours sincerely,

[Staff Name]

[Staff Title]

## Document Development

### D1. Working Group ~ details of staff who were involved in the development of this policy, procedure, strategy (PPS):

Name	Position
Suzanne Kennedy	Head of Quality Improvement
Hilary Hagan	Quality Manager

### D2. Consultation ~ details of NRC staff, external groups or external organisations who were consulted in the development of this document:

Please refer to Equality Screening Consultation Guidance.

Name	Organisation	Date

### D3. Approval Dates:

Details	Date Approved
Equality Screening - please refer to Equality Screening Guidance	02.11.09
Quality Checked - please refer to Quality Checklist	07.03.18 (Iss 6)
CMT	NA
SLT	NA
Governing Body	NA

### D4. Implementation, Awareness Raising and Training:

Please provide details and dates as to how the policy, procedure or strategy will be implemented and disseminated:

Details	Date
This revised policy will be posted on the Staff Intranet and Student Intranet.	31.03.18
AHoD to request that teaching teams are informed	31.03.18

## D5. Document History

Issue no. under review  (Please see the front page)	Date of review:  (Date)	Who was involved in reviewing the document?  (Name/s)	Were changes made to the document after reviewing?  (Yes or No)	If changes have been made, please provide brief details:	New Iss No.	If Yes, did the document need to go through consultation again?  (Yes*/No)	If Yes, did the document need to be Equality Screened again?  (Yes*/No)	If Yes, date those affected by document will be alerted of updated document:  (Date)
2	26/3/14	H Hagan	Yes	<ul style="list-style-type: none"> <li>Document development; document history; contents, numbering, monitoring and review added. Forms and chart made into separate supplements.</li> </ul>	3	No	No	No
3	17/9/14	H Hagan S Kennedy	Yes	<ul style="list-style-type: none"> <li>Clarification of appeal post external verification/external examination</li> </ul>	4	No	No	No
4	01/9/15	H Hagan S Kennedy	Yes	<ul style="list-style-type: none"> <li>Extenuating circumstances removed and document associated only with Appeals</li> </ul>	5	No	No	No
5	07/3/18	H Hagan	Yes	<ul style="list-style-type: none"> <li>Job titles updated</li> <li>Learner changed to student throughput</li> <li>Tutor changed to lecturer</li> <li>Reference to Awarding Bodies processes added</li> <li>3.9 and 5.9 - added - reference to section 6</li> <li>6.4. added - confidentiality</li> <li>6.5. added - 'immediately upon receipt'</li> <li>6.6. added - '10 working days'</li> </ul>	6	No	No	No

\* If you answered 'Yes' in columns E or F, you must forward details of additional consultation and/or screening to the Equality Officer.